

Central and Cecil Housing Trust Woodlands House

Inspection report

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Ratings

Is the service well-led?

Good



Overall summary

We carried out an unannounced comprehensive inspection of this service on 19 March 2015 and a breach of legal requirements was found. After the inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to submitting notifications about events and incidents in the home to the Care Quality Commission (CQC), in a timely manner.

We undertook this focused inspection to check the provider had followed their plan and to confirm they now met legal requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Woodlands House on our website at www.cqc.org.uk

We undertook this unannounced focused inspection of Woodlands House on 26 June 2015. Woodlands House provides accommodation for up to 64 people who require personal care and/or nursing care. People using the service have a wide range of healthcare and medical needs, some of who are living with dementia. The home is able to accommodate up to 12 people who require

intermediate care. Intermediate care is provided to people who need extra support for a short period of time to help them recover from illness or injury. At the time of our inspection there were 53 people using the service.

The service now has a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

During this inspection we found the provider had taken appropriate action to ensure notifications they are legally required to submit to CQC were done so and in a timely manner.

The registered manager had ensured all staff at Woodlands House were aware of the service's legal obligations about notifying CQC of events and incidents and how and when this should be done.

Summary of findings

Information about the process for submitting notifications was displayed in the home and easily accessible to staff.

The provider through quality assurance checks, ensured notifications were submitted to CQC in a timely manner

when there had been an event or incident at the home. Our own records showed the provider had fulfilled their legal obligations to submit notifications in a timely manner, following the last inspection.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

The service is well led. We found that action had been taken to ensure that notifications the provider is legally required to submit to CQC, were done so and in a timely manner.

We were able to improve the rating for 'Is the service well led' from requires improvement because we were able to see evidence, over time, of consistent good practice in relation to the submission of notifications.

Good



Woodlands House

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This unannounced focused inspection was undertaken by a single inspector on 26 June 2015. It was done to check that improvements had been made by the provider after our comprehensive inspection on 19 March 2015. This is

because the service was not meeting a legal requirement at the time of that inspection. We inspected the service against one of the five questions we ask about services: Is the service well led?

Before the inspection we reviewed the information we held about the service. This included notifications the provider is required to submit to the CQC. We also read the written report we asked the provider to send us, setting out the action they would take to take to meet the regulation they breached at their last inspection.

During our inspection we spoke with the registered manager, the deputy manager and a senior care support worker. We also looked at records relating to the management of the service.

Is the service well-led?

Our findings

We inspected the service on 19 March 2015 and identified the provider was in breach of the regulation which required them to notify us (CQC), in a timely manner, of events and incidents that had occurred in the home. Specifically we found the provider had not notified us about abuse or allegations of abuse in relation to people using the service. They had also failed to notify us of the outcomes of applications made to deprive people using the service of their liberty. These failures meant we did not have up to date and accurate information about events and incidents that had occurred in the home.

Following that comprehensive inspection the provider sent us an improvement plan on 1 June 2015. They told us they had completed all the actions needed to meet the requirements of the regulation by the 7 May 2015.

On 26 June 2015 we inspected the service to check whether or not the provider had taken all the action they said they would in their improvement plan. We found that improvements had been made in the way the provider notified us about events and incidents in the home, to meet the requirements of the relevant regulation.

The registered manager had taken appropriate action to ensure all staff working at Woodlands House were aware of the service's legal obligation to submit notifications about events and incidents in the home in a timely manner.

Meetings had been held with all staff where discussions had taken place about the importance of submitting these notifications promptly. Staff had been reminded of the procedure that should be followed. Staff we spoke with demonstrated a good understanding and awareness of events and incidents that must be reported to CQC and how this should be done. The registered manager was clear about their responsibilities to ensure CQC registration requirements were being met, particularly with regard the submission of notifications.

We saw information about statutory notifications and when and how these should be submitted to CQC was displayed in the home and this information was easily accessible to all staff.

The provider used their quality monitoring checks to ensure the service was meeting its legal obligations. As part of their quality checks, the provider reviewed records about events and incidents in the home to ensure that the appropriate notification had been submitted to CQC by staff.

Checks of our own records showed that, since our last inspection, the registered manager had been submitting notifications to us, in a timely manner. Records of events and incidents maintained by the service matched the information we held on our own records which indicated the provider was fulfilling their legal obligations as required.